

Disaster Unemployment Assistance for Northwest WA flooding



**Employment
Security
Department**
WASHINGTON STATE

Agenda



Opening & Introductions

- Nick Demerice, *Public Affairs Director (ESD)*

Overview of Disaster Unemployment Assistance

- Joy Adams, *Unemployment Insurance Quality Assurance Manager (ESD)*

Overview of the Customer Application Experience

- Matt LaPalm, *Product & Customer Experience Insight Manager (ESD)*

Questions and Answers

- Nick Demerice, *Public Affairs Director (ESD)*

Overview of DUA

Joy Adams, Unemployment Insurance Quality Assurance Manager



November disaster



- On January 5, President Biden declared a major disaster for the November floods and mudslides in the northwest corner of Washington.
- Affected areas include:
 - Clallam County
 - Whatcom County
 - Skagit County
 - Lummi Nation
 - Nooksack Indian Tribe
 - Quileute Tribe
- Workers who live or work in these areas and are unemployed as a direct result of the disaster may be eligible for Disaster Unemployment Assistance or DUA.
- DUA launches on Monday, February 7, 2022.

What is Disaster Unemployment Assistance?



- DUA provides income support to workers who do not qualify for regular unemployment insurance.
- This can include workers who do not have enough **covered employment** to qualify for a claim, those who have exhausted their regular UI eligibility, or other reasons related to the disaster.
- This program is very similar to Pandemic Unemployment Assistance, which expanded eligibility for income support benefits during the height of the COVID-19 pandemic.

Please help us spread the word!



- ESD will accept DUA applications from Feb. 7-March 9, 2022. Applications submitted after March 9 will require a good cause reason.
- As we begin to implement this program and provide communications, we will be asking you to help amplify our message to reach everyone who may need this assistance. Updated DUA information can be found on our website at <https://esd.wa.gov/unemployment/dua>.
- We also would appreciate your feedback on specific needs and outreach we can provide to ensure everyone has equitable access to the benefits. Please email ESDGPGovRelations@esd.wa.gov.

Help for impacted businesses



- You can ask for relief of benefit charges if your employees received unemployment insurance as a direct result of the disaster. Information at esd.wa.gov/about-employees/relief-of-benefit-charges
- Laws passed in 2021 affected your tax rates to help with recovery from the pandemic. More information available at esd.wa.gov/newsroom/covid-19-employer-information
- This page has information on programs that can affect your employees' benefits and your bottom line: esd.wa.gov/unemployment/temporary-layoffs
 - SharedWork
 - Standby
 - Partial employment

Overview of the Customer Experience Application

Matt LaPalm, Product and Customer Insight Manager



1

MUST MEET ONE

A You were unable to work because your employer's business was closed as a direct result of the disaster.

OR

B You were unable to reach your place of employment or self-employment because of the disaster.

OR

C You were scheduled to start a job or work in self-employment, and because of the disaster it no longer exists, or you were unable to reach it.

OR

D You became the breadwinner or major support of a household because the previous head of the household died as a direct result of the disaster.

OR

E You couldn't work at a job or in self-employment because of an injury caused directly by the disaster.



2

MUST MEET ALL

A You were not eligible for regular unemployment benefits in any state or through the Railroad Retirement Board.

AND

B You were unemployed as a direct result of the disaster.

AND

C You were able to work and available for work, unless injured as a direct result of the disaster.

AND

D You filed an application for DUA within 30 days of the date of the public announcement about the availability of DUA.

AND

E You had not refused an offer of employment or self-employment in a suitable position.

DUA ELIGIBILITY REQUIREMENTS

In order to be eligible to receive DUA Benefits.



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The Employment Security Department is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Language assistance services for limited English proficient individuals are available free of charge. Washington Relay Service: 711



Applying for DUA



Regular Unemployment Application

- Online: esd.wa.gov/unemployment
- Phone: 800-318-6022

Submit DUA application packet concurrently

- Online: esd.wa.gov/dua
- Phone: 855-952-9988

DUA Monetary Determination Letter

- Rapid launch means that constituents may only receive mailed letters. Constituents may call the DUA line to check status if postal mail is a challenge.

Submit DUA weekly claim

- Online: esd.wa.gov/dua
- Phone 855-952-9988

Payment

- Paper check mailed to claimant, no electronic payment at this time.

Application Support



- Online <https://esd.wa.gov/unemployment/dua>
 - Application packet
 - Secure upload tool
- Phone
 - Claims center phone line: 800-318-6022
 - DUA Phone Line: 855-952-9988
 - LEP Phone Line: 800-410-0758
- In person: support at WorkSource Offices
 - WorkSource Skagit (in Mount Vernon)
 - WorkSource Whatcom (in Bellingham)
 - WorkSource Clallam (in Sequim)
- If you have barriers to using digital tools, we also accept applications by fax or mail
 - Fax: 844-395-6712
 - Mail:
 - Employment Security Department
 - Disaster Unemployment Assistance
 - PO Box 19019
 - Olympia, WA 98507-0019

Language Access Support



- English and Spanish application materials
 - English application packet available online on Monday, Feb. 7
 - Spanish application packet available online on Tuesday, Feb. 8
 - Weekly claim form available Wednesday, Feb. 9
- English and Spanish support through DUA Phone line
- Other language support can be found through the LEP Phone Line
 - Menu available in more than 15 languages
- WorkSource offices open in impacted areas for in-person support, with some bilingual staff

Accessibility Plan



- Paper application available for claimants without digital access, can be submitted through postal mail or fax, in addition to secure upload on esd.wa.gov/dua
- Reasonable accommodation is available for claimants with a disability or unusual circumstance
 - Web: <https://esd.wa.gov/newsroom/equal-opportunity/reasonable-accommodation>
 - Phone: 844-395-6698 (WA relay 711)
 - Email: ESDGPUIAccomms@esd.wa.gov
- WorkSource offices open in impacted areas for in-person support
 - Print and scan available for paper application materials

Key Takeaways



- Please help ESD spread the word!
- Applications are open Feb. 7 – March 9
- Customers must have applied and been denied UI before DUA is approved
- Customers are encouraged to expediate the process by applying for both **concurrently** and online.
- Customers also may receive additional help through WorkSource, language phone lines, and reasonable accommodations.
- The best place for updated DUA information is via the website at esd.wa.gov/dua
- Please email questions to ESDGPGovRelations@esd.wa.gov

Questions?

Nick Demerice, Public Affairs Director

